Ontario
Ministry of
Community and
Social Services

February 1985

Services for Assaulted Women in Metropolitan Toronto

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INTRODUCTION

It is estimated that at least one in ten Canadian women who lives with a man is battered. In the past few years, there has been growing public and government awareness of this issue and of the need for services to support victims.

The problem is a complex one. There are no simple or single solutions. An assaulted woman may require many types of services, such as emergency housing, financial assistance, health or legal services, or counselling. Some services are available for men who batter and for children who witness assault.

In addition to these specific needs is the recognized basic need to know where to turn for help and information on how to find services.

The Family Violence Prevention Program of the Ontario Ministry of Community and Social Services recognizes the need to make people aware of the variety of services available for women assaulted in the home. As part of the government's initiatives to respond to this problem, **SERVICES FOR ASSAULTED WOMEN IN METROPOLITAN TORONTO** has been produced in cooperation with the Community Information Centre of Metropolitan Toronto. Appreciation is extended to the Community Information Centre of Metropolitan Toronto for compiling this information.

SERVICES FOR ASSAULTED WOMEN IN METROPOLITAN TORONTO directs the professional who deals with assaulted women as well as the assaulted woman herself to the services available in Metropolitan Toronto. Services are listed alphabetically. Addresses, phone numbers, a description of the service including hours of operation, language(s) in which the service is provided, and client group are included.

It is advisable for professionals and assaulted women to **call the organizations first** to ensure that services are available.

Information on services changes rapidly. For additional information, to report changes to the information provided, or to comment on this publication, please contact the Family Violence Prevention Program of the Ontario Ministry of Community and Social Services, 965-4332.

February 1985

EMERGENCY SHELTER

The following is a list of facilities offering 24 hour **emergency shelter and services specifically for assaulted women with children.** These facilities provide shelter, food, emotional support and access to other services.

Staff in these facilities provide information and referral for residents and nonresidents to such services as health, legal and financial assistance. Residential services include on-going informal counselling, life skills training and childcare programs.

Assaulted women not requiring immediate accommodation but wanting to discuss their situation can also call these facilities for information on a 24 hour basis.

Also included are **additional emergency shelters.** While these facilities may not have specific programs for battered women, they will provide emergency accommodation in the event that vacancies are not available in shelters specifically serving assaulted women.

An assaulted woman without children may be accepted by a shelter specifically for assaulted women with children if there is a vacancy. However, because these shelters usually give priority to assaulted women with children, it is more likely a woman without children will find space in one of the additional emergency shelters.

It is advisable to call ahead to ensure that a vacancy is available, especially with shelters specifically for assaulted women as they often are full. If there is difficulty in obtaining emergency shelter, contact the Community Information Centre of Metropolitan Toronto, 863-0505, 24 hours.

EMERGENCY SHELTER FOR ASSAULTED WOMEN WITH CHILDREN

EMILY STOWE SHELTER FOR WOMEN **264-4357**
21 Brimley Rd, Scarborough M1M 3H3

Hours: Mon-Sun 24 hours

Languages: English * interpreters available

Services: Allowance for nonworking women * scheduled childcare programs * exresident newsletter * childcare worker provides informal counselling on parenting * self help groups for residents and exresidents * **no charge**

ERNESTINES WOMENS SHELTER **746-3701**
Mail: Box 141, Postal Station A, Rexdale M9W 5K9

Hours: Mon-Sun 24 hours

Languages: English, French, Italian, Portuguese, Spanish, Yugoslavian * interpreters available

Services: Counselling, referrals, crisis intervention for residents and nonresidents * childcare programs, full time childcare worker * 24 hour crisis line * **no charge** * will not take male children over 16

INTERIM PLACE **Administration 271-1861**
Mail: Box 245, Port Credit Postal Station, Mississauga L5G 4L8

Hours: Mon-Sun 24 hours

Area Served: Peel Region and adjacent areas

Languages: English, Portuguese

Services: Supportive counselling * crisis intervention * information and referral to legal, medical, social services * meals * clothing * advocacy * follow up * intake and 24 hour crisis line, 271-1860 * **no charge**

INTERVAL HOUSE **924-1491**
Downtown Toronto

Hours: Mon-Sun 24 hours

Languages: English, French * minimal Italian, Spanish

Services: Counselling * food * clothing * court support worker for residents * childcare worker * **no charge** * telephone information and referral for nonresidents * age of male children flexible

NORTH YORK WOMENS SHELTER **635-9630**
Box 1038, Postal Station B, Downsview M3H 5V5

Hours: Mon-Sun 24 hours

Languages: English, Hindi, Spanish, * East Indian dialects, Marathi and Konkani

Services: Counselling and referral to legal, medical, social services * childcare programs * 24 hour crisis telephone counselling * wheelchair accessible * **no charge**

WOMEN IN TRANSITION INC **967-5227**
143 Spadina Rd, Toronto M5R 1T1

Hours: Mon-Sun 24 hours

Services: Crisis intervention * counselling for women and mates * information and referral * local public school has special class for children of the hostel * support services * 24 hour telephone counselling for nonresidents * **no charge**

WOMENS HABITAT OF ETOBICOKE **252-5829**
149 Stanley Ave, Toronto M8V 1N8

Hours: Mon-Sun 24 hours

Languages: English, French, Italian, Serbo Croation, Spanish

Services: Counselling for residents and nonresidents * referral and advocacy * food * follow up * childcare program * exclude male children 16 and over * limited telephone counselling for nonresidents * **no charge**

ADDITIONAL EMERGENCY SHELTER

ANDUHYAUN RESIDENCE INC **920-1492**
106 Spadina Rd, Toronto M5R 2T8

Hours: Mon-Sun 24 hours

Languages: Cree, English, Iroquois, Ojibway

Services: Residence/emergency housing * primarily for Native women 16 years and older and their children * other women will be accommodated if space is available * excludes male children over 10 * information and referral to social services * counselling for residents and exresidents * **no charge**

COVENANT HOUSE **593-4849**
70 Gerrard St E, Toronto M5B 1G6

Hours: Mon-Sun 24 hours

Languages: Cantonese, English, French, German, Mandarin, Polish, Serbo Croatian, Spanish, Toy Shan, Urdu

Client Group: Adolescent men and women 16-21 years

Services: Counselling for residents and walk in clients * food, medical care, clothing for residents and nonresidents * weekly legal clinic

FAMILY RESIDENCE 363-8475
METROPOLITAN TORONTO DEPARTMENT OF COMMUNITY SERVICES
674 Dundas St W, Toronto M5T 1H9

Hours: Mon-Sun 24 hours

Client Group: Homeless families including men * single fathers or mothers with children * no single men * Canadian citizen or landed immigrant * assaulted women with or without children are referred to shelters for assaulted women

Services: Counselling, food, necessities for residents * **no charge**

NELLIES HOSTEL 461-1084
275A Broadview Ave, Toronto M4M 2G8

Hours: Mon-Sun 24 hours

Client Group: Women 16 years and over * mothers with children

Services: Informal counselling and referral * crisis intervention * food and clothing for residents * **no charge**

PEGGY ANN WALPOLE HOUSE 923-5266
METROPOLITAN TORONTO DEPARTMENT OF COMMUNITY SERVICES
291 Sherbourne St, Toronto M5A 2R9

Hours: Mon-Sun 24 hours

Client Group: Women 16 years and over * mothers with children * assaulted women with or without children * Canadian citizen or landed immigrant

Services: Information and referral for residents and nonresidents * counselling, food, necessities for residents * **no charge**

RENDU ANNEX SHELTER 864-0792
242 Church St, Toronto M5B 1Z2

Hours: Mon-Sun 24 hours

Client Group: Single females aged 16 and over * assaulted women if there are no vacancies elsewhere

Services: Emergency overnight shelter * soup and sandwiches, breakfast * assistance in reestablishing links within the community * **no charge** * general intake 5-6 pm

SALVATION ARMY EVANGELINE RESIDENCE **762-9636**
2808 Dundas St W, Toronto M6P 1Y5

Hours: Mon-Sun 24 hours

Client Group: Women 16-60 years * assaulted women with or without children if there are no vacancies elsewhere

Services: Counselling and referral for residents * length of stay may not exceed 15 days * **inability to pay does not preclude admission**

STOP 86 WOMENS CRISIS AND PLANNING CENTRE **922-3271**
86 Madison Ave, Toronto M5R 2S4

Hours: Mon-Sun 24 hours

Client Group: Women 16-25 years

Services: Counselling and referral * employment and health workshops * crisis intervention * 3 meals daily * for residents only * **no charge** * maximum stay 1-2 weeks in emergency program * a program of the YWCA

STREET HAVEN AT THE CROSSROADS **967-6060**
87 Pembroke St, Toronto M5A 2N9

Hours: Mon-Sun 24 hours

Client Group: Women 16 years and over

Services: Counselling, befriending, referral, food and clothing for residents and nonresidents * **no charge**

TORONTO COMMUNITY HOSTEL **925-4431**
191 Spadina Rd, Toronto M5R 2T9

Hours: Mon-Sun 24 hours

Client Group: Families, single women, couples, single men on referral

Services: Counselling and referral for residents and drop in clients * meals for residents * **no charge**

WOODGREEN RED DOOR **469-3457, 469-4123**
875 Queen St E, Toronto M4M 1J2

Hours: Mon-Sun 24 hours

Client Group: Families including fathers * single fathers or mothers with children * assaulted women with or without children * persons awaiting immigration hearing or status

Services: Counselling, childcare, meals, support services for residents * information and referral for residents and nonresidents * **no charge**

WOODLAWN RESIDENCE **923-8454**
80 Woodlawn Ave E, Toronto M4T 1C1

Hours: Mon-Fri 10-6

After Hours: Telephone answered Mon-Sun 24 hours

Client Group: Women * no age limit for emergency shelter

Services: **Free** emergency shelter and meal allowance * free continental breakfast * counselling and referral * capacity 3 * operated by YWCA

YELLOW BRICK HOUSE **Toronto Line 773-6481**
37 Wellington St E, Aurora L4G 1H6

Hours: Mon-Sun 24 hours

Client Group: Assaulted women with or without children

Services: Crisis intervention * childcare program * follow up * **no charge** * for Aurora and adjacent areas 727-1944 * information and referral for residents and nonresidents

FINANCIAL ASSISTANCE

The source of **general welfare assistance** for persons 16 years of age and over and without financial means is the Social Assistance program of the Metropolitan Toronto Department of Community Services. A woman with or without children but living with a man who is working is not eligible for general welfare assistance. The woman must establish her own permanent residence before she can apply for welfare. Assistance is provided through local area offices which are listed on the following page. Initial contact should be made by telephone to the intake department, so that a visit to the woman's permanent residence can be arranged and a means test used to determine financial eligibility.

Services include assistance with shelter and food costs, premium free medical and hospital coverage, assistance with prescribed drugs, dental services, moving expenses, limited storage, eyeglasses, beds, bedding and cribs.

Additional supportive services include specialized counselling in personal, youth and family problems, rehabilitation related to training and employment, and nutritional services. Home help, nurses, homemakers and shelter also can be arranged with community agencies by the Department on a purchase of service basis.

In some circumstances, such as a battered immigrant woman who is sponsored by her husband, it may be advisable to obtain legal advice before making application for financial assistance.

For information on additional emergency services, including emergency food, clothing and furniture, call the Community Information Centre of Metropolitan Toronto, 863-0505, or any shelter for assaulted women listed in the EMERGENCY SHELTER section.

SOCIAL ASSISTANCE **947-8623**
METROPOLITAN TORONTO DEPARTMENT OF COMMUNITY SERVICES
Mail: East Tower, 10th Fl, New City Hall, Toronto M5H 2N1

Hours: Mon-Fri 8:30-4:30

After Hours: see **EMERGENCY SERVICES** below

Area and Satellite Offices:

A	1076 Pape Ave, Toronto M4K 3W5	424-4710
R	7 Curity Ave, Toronto M4B 3L8	424-4710
B	Etobicoke Civic Centre 550 Burnhamthorpe Rd, Etobicoke M9C 2Y2	626-1536
K	LAMP Building, 185 Fifth St, Etobicoke M8V 2Z5	255-7346
C	5799 Yonge St, 6th Fl, Willowdale M2M 3V3	224-5100
L	101 Oakdale Rd, Downsview M3N 1W3	224-5100
D	1200 Markham Rd, 3rd Fl, Scarborough M1H 3C6	431-8000
E	York Municipal Office 2700 Eglinton Ave W, Toronto M6M 1V1	657-1313
T	36 Caledonia Rd, Toronto M6E 4S4	656-2380
F	455 Dovercourt Rd, Toronto M6H 2W3	530-0078
S	117 Jefferson Ave, Toronto M6K 3E4	530-0078
H	1631 Queen St E, Toronto M4L 1G4	698-5681
M	1631 Queen St E, Toronto M4L 1G4	698-5681
J	20 Spadina Rd, 4th Fl, Toronto M5R 3S7	928-0463
Q	67 Adelaide St E, Toronto M5C 1K6	365-5450

EMERGENCY SERVICES **947-8600**
METROPOLITAN TORONTO DEPARTMENT OF COMMUNITY SERVICES
674 Dundas St W, Toronto M5T 1H9

Hours: After 3 pm weekdays * weekends and holidays 24 hours

Eligibility: Must be 16 years or over * birth certificate and social insurance card required * OHIP card required for assistance with prescription drugs

Services: Emergency financial assistance for food and prescription drugs * assistance in locating emergency shelter for individuals and families

COUNSELLING

The following agencies offer individual and group counselling for one or more of: **assaulted women, children who witness assault** and **men who batter.**

Contact the organization or group offering the counselling, as eligibility requirements vary depending on the specific program. As a part of the counselling process, referrals also can be made to other appropriate services such as legal, childcare, health and financial assistance. Fees for service are generally on a sliding scale.

Also included are a number of **telephone support services.** Distress centres offer befriending, relief and support to distressed callers in times of personal crisis, as well as referrals to other services. The **HELPLINE** offers information and referral for assaulted women and other victims of violence.

Shelters for assaulted women provide telephone information and referral for assaulted women and counselling for their residents. They are listed in the EMERGENCY SHELTER section.

For information regarding alternative programs, self help groups and other counselling services, call the Community Information Centre of Metropolitan Toronto, 863-0505.

COUNSELLING FOR ASSAULTED WOMEN

CATHOLIC FAMILY SERVICES OF TORONTO **362-2481**
67 Bond St, 4th Fl, Toronto M5B 1X5

Hours: Mon-Fri 9-5 except Tu 9-9

After Hours: Emergency calls answered by Community Information Centre, 863-0505

Languages: English, French, Hindi, Hungarian, Italian, Portuguese, Spanish, Urdu * all languages may not be available for groups

Services: Nondenominational counselling services for families and individuals * premarriage and marriage counselling * family counselling * separation and divorce counselling * domestic violence counselling and support for victims and batterers * comprehensive group and individual counselling for children who witness assault * referral service * **fees on a sliding scale**

Area Offices:

2085 Danforth Ave, Toronto M4C 1K1 690-8150
1013 Wilson Ave, Downsview M3K 1G1 636-9963
2100 Ellesmere Rd, Ste 301, Scarborough M1H 3B7 431-9970

CENTRE FOR SPANISH SPEAKING PEOPLES **see IMMIGRANT WOMENS SERVICES**

FAMILY SERVICE ASSOCIATION OF METROPOLITAN TORONTO **922-3126**
22 Wellesley St E, Toronto M4Y 1G3

Hours: Mon-Fri 9-5 * evenings by appointment

After Hours: Emergency calls answered by Community Information Centre, 863-0505

Languages: Chinese, English, French, German, Greek, Hungarian, Italian, Norwegian, Portuguese, Serbo Croation, Spanish, Swedish, Yiddish

Services: Counselling for individuals, couples and families suffering isolation, marital stress, separation, parent child conflict and domestic violence * crisis intervention through participation in Domestic Response Team (see DOMESTIC CRISIS section) * **fees on a sliding scale**

Area Offices:

Central (City of Toronto)
24 Wellesley St E, Toronto M4Y 1G3 927-8500
361 Glebeholme Blvd, Toronto M4C 1T9 465-3557

North (North York)
5248 Yonge St, Willowdale M2N 5P6 225-1166
1430 Sheppard Ave W, Downsview M3M 2W9 638-3892

East (Scarborough, East York)
2240 Midland Ave, Ste 204, Scarborough M1P 4R8 291-8446

West (Etobicoke, York)
LAMP Bldg, 185 Fifth St, 2nd Fl, Toronto M8V 2X5 252-6471
76 Keane Ave, Rm 215, Islington M9B 2C4 622-3133
York Community Services, 1651 Keele St, Toronto M6M 3W2 653-5400
87 Elmhurst Dr, Rexdale M9W 2J8 622-3133

NATIVE COMMUNITY CRISIS TEAM **947-9277**
Toronto East General and Orthopaedic Hospital
63 Mutual St, Toronto M5B 2A9

Hours: Mon-Fri 9-5

After Hours: Ext 220, 461-8272

Languages: English

Services: Counselling * crisis intervention * serves Native Canadians * appointment required during office hours * **no charge**

PROVINCIAL COURT FAMILY DIVISION, MINISTRY OF THE ATTORNEY GENERAL ONTARIO see LEGAL ASSISTANCE, COURTS

REXDALE WOMENS CENTRE INC see IMMIGRANT WOMENS SERVICES

RIVERDALE IMMIGRANT WOMENS CENTRE see IMMIGRANT WOMENS SERVICES

WOMENS COUNSELLING REFERRAL AND EDUCATION CENTRE **534-7501**
525 Bloor St W, 2nd Fl, Toronto M5S 1Y4

Hours: Mon-Fri 1-4 pm

After Hours: Answering machine for caller to leave message * calls returned next working day

Languages: English

Services: Telephone referral to screened therapists and counsellors (including those who speak 14 languages other than English), alternative mental health resources such as self help groups and community resources such as legal clinics and shelters that are sensitive to womens needs * emotional support through individual and group sessions * **fees on a sliding scale**

COUNSELLING FOR CHILDREN WHO WITNESS ASSAULT

CATHOLIC FAMILY SERVICES OF TORONTO **362-2481**
67 Bond St, 4th Fl, Toronto M5B 1X5

Hours: Mon-Fri 9-5 except Tu 9-9

After Hours: Emergency calls answered by Community Information Centre, 863-0505

Languages: English, French, Hindi, Hungarian, Italian, Portuguese, Spanish, Urdu * all languages may not be available for groups

Services: Nondenominational counselling services for families and individuals * domestic violence counselling and support for victims and batterers * comprehensive group and individual counselling for children who witness assault * **fees on a sliding scale**

ADDITIONAL COUNSELLING FOR CHILDREN

While the following child protection agencies do not offer specific programs for children who witness assault they are authorized under the Child Welfare Act to intervene and provide counselling services for children who require assistance because of family violence.

CATHOLIC CHILDRENS AID SOCIETY OF METROPOLITAN TORONTO **925-6641**
Administration: 26 Maitland St, Toronto M4Y 1C6

Hours: Mon-Fri 9-5 winter; 8:30-4:30 summer

After Hours: Telephone answered by staff * night duty worker investigates emergencies

Languages: English, French, Italian, Portuguese

Client Group: Catholic community * children under 16 years and their families

Branches:

Central
26 Maitland St, Toronto M4Y 1C6 925-6641

Dufferin Mall District Office
900 Dufferin St, Ste 201, Toronto M6H 4B1 534-8471

Keele District Sub Office
2150 Bloor St W, Toronto M6S 4V7 763-4341

North
200 Sheppard Ave E, Willowdale M2N 3A9 226-1010

West
5230 Dundas St W, Islington M9B 1A8 236-1671

Scarborough
2100 Ellesmere Rd, Ste 321, Scarborough M1H 3B7 438-1812

CHILDRENS AID SOCIETY OF METROPOLITAN TORONTO **924-4646**
33 Charles St E, Toronto M4Y 1R9

Hours: Mon-Fri 9-5

After Hours: Emergency service 924-5334

Languages: Chinese, English, Vietnamese * intake in English * arrange for interpreters/translators

Client Group: Children up to 16 years and their families

Branches:

Toronto Branch 15 Huntley St, Toronto M4Y 2K9 924-4646
District 1/2 2360 Dundas St W, Ste 333, Toronto M6P 4B2 536-6612
District 3 15 Huntley St, Toronto M4Y 2K9 924-4646
District 4 741 Broadview Ave, Toronto M4K 2P6 924-4646
Project Office Regent Park, 203 Sackville Green, Toronto M5A 3H1 947-0885

Scarborough Branch 31 Progress Ave, Scarborough M1P 4S6 755-4111
Sub Office 843 Kennedy Rd, Scarborough M1K 2E3 755-4111
Project Office Warden Woods, 74 Firvalley Crt, Scarborough M1L 1N9 694-1138

Etobicoke Branch 70 Chartwell Rd, Toronto M8Z 4G6 251-6531
Sub Office 2630 Kipling Ave, Rexdale M9V 4B9 741-7815

North York Branch 5414 Yonge St, Willowdale M2N 5R8 221-1161
Project Office Lawrence Heights, 5 Replin Rd, Toronto M6A 2H8 787-4549

JEWISH FAMILY AND CHILD SERVICE OF METROPOLITAN TORONTO **638-7800**
4600 Bathurst St, 6th Fl, Willowdale M2R 3V2

Hours: Mon-Thu 9-8; Fri 9-4

After Hours: Answering service with staff back up

Languages: English, French, Hebrew, Hungarian, Polish, Russian, Yiddish

Client Group: Jewish community

Branches:

750 Spadina Ave, 2nd Fl, Toronto M5S 2T9 961-9344
5 Fairview Mall Dr, Ste 255, Willowdale M2J 2Z1 498-5223

GROUPS FOR MEN WHO BATTER

FOCUS, SHELTER-BASED COUNSELLING FOR MEN **923-5266**
Peggy Ann Walpole House
291 Sherbourne St, Toronto M5A 2R9
Contact, Don Taylor

Hours: Mon-Fri 8:30-4:30 * weekly meetings, phone for times and vacancy

Services: 12 week day or evening program * small groups of up to 8 men * initial counselling with spouse to illustrate program

OPTIONS **927-8500**
Family Service Association of Metropolitan Toronto
(also known as Violent Mens Group)
24 Wellesley St E, Toronto M4Y 1G3
Contact, David Currie

Hours: Mon-Fri 9-5

Services: 10 week group, evening program * support * individual counselling available on request * **fees on a sliding scale**

TELEPHONE SUPPORT SERVICES

DISTRESS CENTRE INCORPORATED — **Distress Centre I 598-1121** / **Distress Centre II 486-1456**

Distress Centre I
10 Trinity Sq, Toronto M5G 1B1

Distress Centre II
Box 393, Postal Station K, Toronto M4P 2G7

Hours: Mon-Sun 24 hours

Services: Relief and support in times of personal crisis for the lonely, suicidal and distressed * referral to long term professional help if appropriate

HELPLINE: INFORMATION FOR VICTIMS OF VIOLENCE — **863-0511**
Community Information Centre of Metropolitan Toronto
34 King St E, 3rd Fl, Toronto M5C 1E5

Hours: Mon-Fri 9-5

After Hours: After 5 pm and weekends 863-0505

Client Group: Victims of child abuse * assaulted women * abused elderly * professionals * concerned parties

Services: Specialized telephone line for victims of violence * information and referral to available community programs including emergency services, housing, health, legal counselling and financial assistance * **confidential * no charge**

SALVATION ARMY SUICIDE PREVENTION AND EMERGENCY COUNSELLING — **368-3111**
100 Lombard St, Ste 111, Toronto M5C 1M3

Hours: Mon-Sun 24 hours

Services: Telephone befriending for the lonely, suicidal and distressed * appropriate follow up or referrals * personal counselling in office during office hours preferably by appointment

SCARBOROUGH DISTRESS CENTRE — **751-4888**
Box 61, Postal Station D, Scarborough M1R 4Y7

Hours: Mon-Wed 9 am-12 midnight; Thu-Sun 24 hours

Services: Telephone befriending and crisis intervention for the lonely, suicidal and distressed

TELECARE ETOBICOKE — **247-5426**
PO Box 421, Weston M9N 3N1

Hours: Mon-Sun 24 hours

Services: Telephone listening, befriending and caring for the lonely, suicidal and distressed * appropriate referrals

HEALTH SERVICES

Included in this section are services to meet the physical needs of battered women.

In medical emergencies, **ambulance services** can be obtained to provide transportation to medical facilities. Dial 911 and request ambulance assistance.

Although at the present time, hospitals in Metropolitan Toronto do not have specific intake procedures for battered women, **emergency departments** will provide emergency medical treatment, and if required, referrals to appropriate services on an informal basis. A list of hospitals with emergency departments is included.

Public health departments provide health care counselling, information, referral and support services in such areas as family planning, nutrition, mental health, and care of the elderly and children. In most cases, public health nurses are able to meet with individuals in their homes. This service is confidential and **free of charge.**

For information on other health services, call the Community Information Centre of Metropolitan Toronto, 863-0505.

AMBULANCE SERVICES

DEPARTMENT OF AMBULANCE SERVICES
MUNICIPALITY OF METROPOLITAN TORONTO
4330 Dufferin St, Downsview M3H 5R9

Emergencies 911
or 489-2111

Hours: Mon-Sun 24 hours

Languages: Multilingual diagnostic cards available on ambulances

Services: Emergency prehospital medical care and transportation of persons injured or ill to a medical facility * **fee** $22 if covered by OHIP, $44 if not covered by OHIP

HOSPITAL EMERGENCY DEPARTMENTS

For exact hours and details of service please call hospitals directly. Information to assist in locating an emergency entrance has been given if that entrance is not located at or near the main address.

City of Toronto

CENTRAL HOSPITAL **964-4111**
Emergency entrance 333 Sherbourne St, Toronto

DOCTORS HOSPITAL
Emergency entrance 45 Brunswick Ave, Toronto — 963-5442

HOSPITAL FOR SICK CHILDREN
555 University Ave, Toronto — 598-5807
Emergency entrance on Gerrard St

Client Group: Children up to 18th birthday

MOUNT SINAI HOSPITAL
600 University Ave, Toronto — 596-4240
Emergency entrance accessible from southbound on University Ave — TTY 596-4249

ST JOSEPHS HEALTH CENTRE
Emergency entrance 30 The Queensway, Toronto — 530-6003

ST MICHAELS HOSPITAL
30 Bond St, Toronto — 864-5094
Emergency entrance at Shuter St & Victoria St

TORONTO GENERAL HOSPITAL
101 College St, Toronto — 595-3948
Emergency entrance at Gerrard St & University Ave

TORONTO WESTERN HOSPITAL
Emergency entrance 399 Bathurst St, Toronto — 369-5757

WELLESLEY HOSPITAL
Emergency entrance 160 Wellesley St E, Toronto — 966-6821

WOMENS COLLEGE HOSPITAL
76 Grenville St, Toronto — 966-7214
Emergency entrance on Grosvenor St near Bay St

East York

TORONTO EAST GENERAL AND ORTHOPAEDIC HOSPITAL
825 Coxwell Ave, Toronto — 461-8272
Emergency entrance on Sammon Ave east of Coxwell Ave

Etobicoke

ETOBICOKE GENERAL HOSPITAL
Emergency entrance 101 Humber College Blvd, Rexdale — 744-3528

QUEENSWAY GENERAL HOSPITAL
Emergency entrance 150 Sherway Dr, Etobicoke — 259-6671

North York

NORTH YORK BRANSON HOSPITAL — **Ext 671, 633-9420**
Emergency entrance 555 Finch Ave W, Willowdale

NORTH YORK GENERAL HOSPITAL — **492-4626**
Emergency entrance 4001 Leslie St, Willowdale

SUNNYBROOK MEDICAL CENTRE — **480-4207**
Emergency entrance 2075 Bayview Ave, Toronto

YORK FINCH GENERAL HOSPITAL — **744-2560**
Emergency entrance 2111 Finch Ave W, Downsview

Scarborough

CENTENARY HOSPITAL — **Ext 311, 284-8131**
2867 Ellesmere Rd, West Hill
Emergency entrance on Neilson Rd south of Ellesmere Rd

SCARBOROUGH GENERAL HOSPITAL — **Ext 793, 438-2911**
Emergency entrance 3050 Lawrence Ave E, Scarborough

York

HUMBER MEMORIAL HOSPITAL — **243-4190**
Emergency entrance 200 Church St, Weston

NORTHWESTERN HEALTH CENTRE — **Ext 531, 651-6111**
Emergency entrance 2175 Keele St, Toronto

Regional Municipality of Durham

AJAX PICKERING GENERAL HOSPITAL — **Ajax 683-2320**
Emergency entrance 580 Harwood Ave S, Ajax

OSHAWA GENERAL HOSPITAL — **Oshawa 576-8711**
24 Alma St, Oshawa
Emergency entrance on Alma St at Simcoe St

Regional Municipality of Peel

MISSISSAUGA HOSPITAL — **Mississauga 279-7330**
Emergency entrance 100 The Queensway W, Mississauga

PEEL MEMORIAL HOSPITAL — **Brampton 451-1710**
20 Lynch St, Brampton
Emergency entrance on Centre St at Queen St

Regional Municipality of York

YORK CENTRAL HOSPITAL — **Richmond Hill 883-1212**
10 Trench St, Richmond Hill
Emergency entrance on Trench St

YORK COUNTY HOSPITAL — **Newmarket 895-4521**
596 Davis Dr, Newmarket
Emergency entrance on Davis Dr

PUBLIC HEALTH DEPARTMENTS

EAST YORK HEALTH UNIT — **461-8136**
550 Mortimer Ave, Toronto M4J 2H2

Hours: Mon-Fri 8:30-4:30

Services: Mental and physical health services * health care counselling

ETOBICOKE HEALTH DEPARTMENT — **626-4532**
Civic Centre, Etobicoke M9C 2Y2

Hours: Mon-Fri 8:30-4:30

After Hours: 626-4171

Languages: Cantonese, Danish, Dutch, English, French, German, Italian, Japanese, Lithuanian, Mandarin, Punjabi, Serbo Croatian, Shanghai dialect, Ukrainian, Yiddish

Services: Mental and physical health services * health care counselling

NORTH YORK DEPARTMENT OF PUBLIC HEALTH — **224-6203**
5100 Yonge St, Willowdale M2N 5V7

Hours: Mon-Fri 8:30-4:30

Languages: English, French

Services: Mental and physical health services * health care counselling

District Offices:

Fairview 5 Fairview Mall Dr, Ste 470, Willowdale 493-4441, 493-4617
West 2115 Finch Ave W, Ste 108, Downsview 741-4391
Willowdale 5100 Yonge St, Willowdale 224-6351

SCARBOROUGH DEPARTMENT OF HEALTH **296-7454**
160 Borough Dr, Scarborough M1P 4N8

Hours: Mon-Fri 8:30-4:30

After Hours: Mon-Fri 4:30-6:15, 296-7461

Services: Mental and physical health services to residents of Scarborough * health care counselling

TORONTO DEPARTMENT OF PUBLIC HEALTH **947-7401**
East Tower, 7th Fl, New City Hall, Toronto M5H 2N2

Hours: Mon-Fri 8:30-4:30

After Hours: Contact person on call through 947-9111 for each health area office

Languages: English * interpreters available for Chinese, Filipino, French, German, Italian, Portuguese, Spanish

Services: Mental and physical health services * health care counselling * Community Outreach Worker for Vietnamese, Cambodian and Laotian immigrants 947-7440

Health Area Offices:

Downtown Health Area
East Tower, 6th Fl, New City Hall, Toronto M5H 2N2 947-7461
559 Jarvis St, Toronto M4Y 2J1 947-7641
511 Richmond St W, Toronto M5V 1X2 364-5421

Eastern Health Area
815 Danforth Ave, Toronto M4J 1L2 463-5977, Administration 469-1575
1631 Queen St E, Toronto M4L 1G4 694-3258

Northern Health Area
64 Merton St, Toronto M4S 1A1 485-1483
1884 Davenport Rd, Toronto M6N 1B7 656-8703

Western Health Area
2340 Dundas St W, Toronto M6P 4A9 534-8428, Administration 534-7571
1115 Queen St W, Toronto M6J 1J1 536-1112

YORK DEPARTMENT OF PUBLIC HEALTH **Ext 217, 653-2700**
2700 Eglinton Ave W, Toronto M6M 1V1

Hours: Mon-Fri 8:30-4:30

After Hours: Emergency calls answered by Works Department

Languages: Interpreters available

Services: Mental and physical health services * health care counselling * Child Guidance Clinic Ext 220, 653-2700 * York Centre for Health 653-4042, 504 Oakwood Ave * health education drop in centre * English and Italian spoken * **no fees**

LEGAL ASSISTANCE

If a woman requires legal assistance but is unsure where to turn for help, the following agencies may be of assistance.

The **Ontario Legal Aid Plan** provides lawyers who give preliminary legal advice and who take applications for legal aid from those who may not have the money to pay full legal fees. Applications for legal aid should be made in person as documents are required to determine financial eligibility. If the application is approved, a legal aid certificate is granted. This certificate can be given to the lawyer of the applicant's choice (if that lawyer accepts legal aid certificates) or a list of lawyers can be obtained directly from Ontario Legal Aid.

The **Lawyer Referral Service** provides referral to lawyers who accept legal aid certificates and/or who provide advice and representation in specific legal areas (eg, family law, criminal law).

Community legal clinics located throughout Metropolitan Toronto will provide preliminary legal assistance and advice. Service is provided by lawyers, legal workers or supervised law students. It is advisable to contact the clinics directly regarding details of services provided. In many cases, representation for matters involving criminal charges is not offered.

Shelters for assaulted women have lists of lawyers who will advise assaulted women before they obtain a legal aid certificate. They are listed in the EMERGENCY SHELTER section.

Women who have problems around their immigration status have a right to discuss their status with a lawyer or community legal clinic before reporting to Immigration.

ONTARIO LEGAL AID

ONTARIO LEGAL AID PLAN LAW SOCIETY OF UPPER CANADA **598-0200**
York County Area Office
Civil Matters: 70 Centre Ave, Toronto M5G 2E7
Criminal Matters: Old City Hall, Rm 303, 60 Queen St W, Toronto

Hours: Civil Matters - Mon-Fri 9-3:30 * Tu evgs by appointment
Criminal Matters - Mon-Fri 8:30-3:30

After Hours: 24 hour answering service for Criminal Matters only * calls returned within 15-30 minutes

Area Served: York County including Metropolitan Toronto

Languages: English, French

Eligibility: Financial assessment will be made to determine eligibility for payment

Services: Provides lawyers for preliminary legal advice and to take legal aid applications * if the application is approved and a certificate issued, the applicant may take the certificate to the lawyer of his/her choice who will be paid through legal aid * contact main office for locations of local offices where applications can be filed

LAWYER REFERRAL SERVICE

LAWYER REFERRAL SERVICE 947-3330
Mail: Osgoode Hall, Toronto M5H 2N6

Hours: Mon-Fri 9:30-5

Languages: English, French * referrals to lawyers who speak other languages

Services: Service provided by telephone only * sponsored by the Law Society of Upper Canada to assist people seeking a lawyer * referrals provide a half hour interview at a cost of $20 for legal advice or direction in such areas as family law and civil matters * more than the half hour interview is at normal rates * also available to those receiving legal aid * **Dial A Law,** 947-3333 provides taped messages giving general legal information, covering specific areas of law

COMMUNITY LEGAL SERVICES

BLOOR INFORMATION AND LEGAL SERVICES 531-7376
835 Bloor St W, Toronto M6G 1M1

Hours: Mon-Thu 10-12, 1-7:30; Fri 1-5

After Hours: Emergency calls answered by the Community Information Centre, 863-0505

Area Served: Avenue Rd/University Ave-Lansdowne Ave; College St-St Clair Ave

Languages: English, French, Italian, Portuguese, Spanish

Services: **Free** legal advice to low income residents

CENTRAL TORONTO COMMUNITY LEGAL CLINIC 363-0304
364 Bathurst St, Toronto M5T 2S6

Hours: Mon-Fri 9:30-4:30

Area Served: Spadina Ave-Ossington Ave; Lake Ontario-Bloor St

Languages: English, Italian, Portuguese, Spanish

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice to low income residents * court representation, community legal education * deal primarily with landlord/tenant, family court, immigration, Small Claims Court, welfare/family benefits * appointments Mon, Thu 2-5; Tu, Wed 4-7

Specialized Clinic: Drop in * law students do case work

Centre for Spanish Speaking Peoples 533-8545
582A College St
Hours: Mon-Wed 5:30-8; Thu 10-12:30
Client Group: Spanish speaking

COMMUNITY AND LEGAL AID SERVICES PROGRAM **667-3143**
Osgoode Hall Law School, York University
4700 Keele St, Downsview M3J 2R5

Hours: Mon-Fri 10-5; Mon, Tu 6-8 pm

Area Served: Metropolitan Toronto

Eligibility: Check regarding guidelines for financial eligibility

Languages: English, French, Greek, Hebrew, Spanish * Yiddish when available

Services: Law student volunteers, supervised by full time counsel provide **free** legal advice to low income people in matters for which legal aid certificates will not be issued * Small Claims Court * minor criminal offences * immigration * welfare/family benefits * advice on separation procedures * also public legal education

Specialized Clinics: Call for appointment

Latin American Community Centre 745-2460, 745-6239
9 Milvan Dr, Unit 9, Weston Tu 3:30-6:30
Languages: Spanish

Tikvah 781-5781
246 Carmichael Ave, Toronto Tu, Wed or Thu 6-8 pm
Languages: Hebrew, Yiddish

DOWNTOWN LEGAL SERVICES
Administration: Falconer Hall, 84 Queens Park Cres, Toronto M5S 1A1 **978-6497**
Clinic: 44 St George St, 2nd Fl, Toronto **978-6447**

Hours: Administration Mon-Fri 9:30-4:30 * Clinic Mon-Thu 12-6 * reduced hours during exams

After Hours: Answering machine * calls returned next working day if possible

Area Served: City of Toronto

Languages: Chinese, English

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice to low income persons * operated and staffed by University of Toronto law students * deals primarily with landlord/tenant (tenants only), welfare, minor criminal offences, change of name, immigration, family, some civil claims, legal aid appeals

Specialized Clinics: By appointment

University Settlement Recreation Centre 598-3444
23 Grange Rd, Toronto Wed 6-8

Client Group: Primarily Chinese

Womens Legal Clinic 978-6447
44 St George St, 2nd Fl, Toronto Hours vary

Services: Staffed by women law students * specialize in family law, landlord/tenant, welfare/family benefits

EAST TORONTO COMMUNITY LEGAL SERVICES INC **461-8102**
932A Queen St E, Toronto M4M 1J5

Hours: Mon-Fri 10-5

Area Served: Eastern city limits-Don River; Lake Ontario-Danforth Ave

Languages: English * interpreters/translators Chinese, Greek, Italian

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice to low income residents * court representation and negotiations * deal primarily with landlord/tenant, welfare/family benefits, immigration, minor criminal offences * will advise on separation procedures

FLEMINGDON COMMUNITY LEGAL SERVICES **424-1965**
Flemingdon Park Shopping Centre Lower Mall,
747 Don Mills Rd, Ste 110, Don Mills M3C 1T2

Hours: Mon-Fri 1-6 except Thu 1-8

After Hours: Answering machine * calls returned next working day

Area Served: Victoria Park Ave-Bayview Ave; Danforth Ave-York Mills Rd

Languages: English

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice to low income residents * court representation, community legal education * deal primarily with landlord/tenant, rent review, immigration, difficult family situations, welfare

JANE FINCH COMMUNITY LEGAL SERVICES **746-3334**
1977 Finch Ave W, Ste 201, Downsview M3N 2V3

Hours: Mon, Wed 9-7 * Tu, Fri 9-5 * Thu 1-5

Area Served: Keele St-Humber River; Falstaff Ave-Steeles Ave

Languages: English, Italian, Portuguese, Spanish, Tamil

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice to low income residents * deal primarily with landlord/tenant, immigration, welfare/family benefits

NEIGHBOURHOOD LEGAL SERVICES 961-2625
238 Carlton St, Toronto M5A 2L1

Hours: Mon-Fri 10-1 by appointment only; 1-5 drop in and telephone

Area Served: Don River-Yonge St; Toronto Islands-Bloor St/Danforth Ave

Languages: English

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice to low income residents * deal primarily with landlord/tenant, welfare/family benefits, consumer, unemployment insurance

PARKDALE COMMUNITY LEGAL SERVICES 531-2411
1239 Queen St W, Toronto M6K 1L5

Hours: Mon, Fri 9-6; Tu, Thu 9-7:30; Wed 2-6

After Hours: Answering service * English * calls returned same evening or weekend

Area Served: Ossington Ave-High Park; Lake Ontario-Bloor St

Languages: English, Portuguese

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice to low income residents * court representation * negotiations * deal primarily with landlord/tenant, immigration, family matters, welfare/family benefits

REXDALE COMMUNITY INFORMATION AND LEGAL SERVICES 741-1553
Shoppers World Albion, 1530 Albion Rd, Rexdale M9V 1B4

Hours: Mon, Wed, Fri 10-5; Tu, Thu 10-8

After Hours: Recorded message * emergency calls answered by Community Information Centre, 863-0505

Area Served: Humber River-Indian Line; Eglinton Ave-Steeles Ave

Languages: Dutch, English, French, Italian, Spanish, Ukrainian

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice for low income residents * legal aid under the Ontario Legal Aid Plan

SCARBOROUGH COMMUNITY LEGAL SERVICES 438-7182
Cedar Heights Plaza, 695 Markham Rd, Ste 9, Scarborough M1H 2A5

Hours: Mon-Fri 9-5 except Thu 9-2 * evenings by appointment

After Hours: Answering machine * calls returned next day

Area Served: Scarborough

Languages: English, Gujarati, limited Hindi, Russian, Urdu, Zulu

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice to low income residents * deal primarily with landlord/tenant, welfare/family benefits, immigration, domestic violence

YORK COMMUNITY SERVICES 653-5400
1651 Keele St, Toronto M6M 3W2

Hours: Mon, Wed 9-9; Tu, Thu, Fri 9-5

Area Served: City of York

Languages: English, Italian

Eligibility: Check regarding guidelines for financial eligibility

Services: **Free** legal advice * legal aid under the Ontario Legal Aid Plan * deal mainly with immigration and family law

COMPENSATION

CRIMINAL INJURIES COMPENSATION BOARD 965-4755
439 University Ave, 17th Fl, Toronto M5G 1Y8

Hours: Mon-Fri 8:15-5

Languages: English * interpreters/translators for scheduled hearings in all languages

Application Procedure: Fill out application forms which will be assessed by the Board * applicant may wish to seek advice from legal council if case is complicated

Services: Compensation for physical injuries to innocent victims of crimes of violence in Ontario and to their dependents where death results * administered by Ministry of the Attorney General Ontario

COURTS

JOINT PROVINCIAL METROPOLITAN FAMILY COURT PROJECT **481-5241, 481-6815**
84 Merton St, Toronto M4S 1A1

Hours: Mon-Fri 8:30-4:30

Languages: English, French, others as required in Family Court

Client Group: Applicants/recipients of Family Benefits or General Welfare Assistance

Application Procedure: Through case worker

Services: **Family Court Unit** provides supportive services to women or men with dependent children who have made application for or are in receipt of Family Benefits or General Welfare Assistance * assist in obtaining maintenance for children through the Provincial Courts Family Division or by negotiating a mutually accepted agreement without court intervention

PROVINCIAL COURT CRIMINAL DIVISION **965-7523**
MINISTRY OF THE ATTORNEY GENERAL ONTARIO
60 Queen St W, Toronto M5H 2M4

Hours: Mon-Fri 8:30-4:30

Languages: Interpreters provided * apply at 963-2586

Services: Information on the 5 Provincial Courts Criminal Division in Metropolitan Toronto * victims of assault may lay a charge at the area court nearest the place where the incident occurred

Area Courts:

Old City Hall, 60 Queen St W, Toronto M5H 2M4	965-7523
Metro East, 1911 Eglinton Ave E, Scarborough M1L 4P4	757-3686
Metro North, 1000 Finch Ave W, Downsview M3J 2V5	663-5440
Metro West, 80 The East Mall, Etobicoke M8Z 5X6	252-7891
College Park, 444 Yonge St, Toronto M5B 2H4	965-7504

PROVINCIAL COURT FAMILY DIVISION — **Information 963-0684**
MINISTRY OF THE ATTORNEY GENERAL ONTARIO — **Court Counselling 963-0667**
311 Jarvis St, Toronto M5B 2C4

Hours: Mon-Fri 8:30-4:30

Languages: English * interpreters on request

Services: Court hearings for domestic, juvenile and child welfare matters * social workers available in the court counselling service to assist with domestic and marital problems * mediation program for resolution of custody and access issues through agreements, 923-7781/85 * legal aid

Family Courts:

Etobicoke, Cloverdale Public School 236-2553
160 Silverhill Dr, Islington M9B 3W7
North York, 47 Sheppard Ave E, 3rd Fl, Willowdale M2N 5N1 224-7647
Scarborough, 1911 Eglinton Ave E, Scarborough M1L 2L6 755-9208

DOMESTIC CRISIS

DOMESTIC RESPONSE TEAM
Location: Metropolitan Toronto Police, 13 Division
1435 Eglinton Ave W, Toronto
Mail: 22 Wellesley St E, Toronto M4Y 1G3

Hours: Mon-Fri 9-5

After Hours: Mon-Sun 6 pm-2 am

Area Served: Police divisions 11, 12, 13, 14 bounded by Spadina Rd/Bathurst St-Humber River; Lake Ontario-Lawrence Ave W

Application Procedure: A **police officer** called to the scene of a domestic crisis will request the Domestic Response Team if at least one person agrees

Services: Emergency home visit by a social worker and a community services officer to defuse a domestic crisis * referrals to social service agencies for follow up assistance

METROPOLITAN TORONTO POLICE — **Emergencies 911**
Headquarters: 590 Jarvis St, Toronto M4Y 2J5 — **or 967-2222**
TTY 922-1333

Hours: Mon-Sun 24 hours

Application Procedure: Phone for a constable

Services: Prevent offences against persons and property * intervene in community and domestic disturbances * will attempt to defuse a domestic crisis situation * information on rights * referral to community services

IMMIGRANT WOMENS SERVICES

This section includes services specifically for **assaulted immigrant women** and **additional services for immigrant women in general.**

Organizations offering counselling for assaulted immigrant women provide individual and/or group counselling, as well as referrals to other services. Further details regarding programs for assaulted women should be obtained through the agencies indicated. Programs vary depending on eligibility requirements, languages spoken and clients served.

Because of the limited resources for assaulted immigrant women, agencies offering general counselling, information and referral to immigrant women have been included.

There are a number of additional services for immigrant women in such areas as employment and vocational counselling, settlement services, health clinics and interpreter services. For details regarding these services, call the Community Information Centre of Metropolitan Toronto, 863-0505.

SERVICES FOR ASSAULTED IMMIGRANT WOMEN

CENTRE FOR SPANISH SPEAKING PEOPLES **533-8545**
582A College St, Toronto M6B 1B3

Hours: Drop in Mon-Wed 1-8, Thu 9-5, Fri 1-4 * telephone Mon-Wed 9-7, Thu 9-5

After Hours: Answering machine * calls returned next working day

Languages: English, Spanish

Client Group: Spanish speaking residents

Services: Legal clinic * individual support counselling for assaulted women * 6-8 week group counselling program * telephone information and referral * **no charge**

REXDALE WOMENS CENTRE INC **242-4800**
222 Dixon Rd, Ste 309, Weston M9P 3S5

Hours: Mon-Fri 9:30-11:30, 1-4:30

After Hours: Answering machine * calls returned next working day

Area Served: Rexdale, Weston

Languages: English, Italian, Spanish * other languages on request

Client Group: Immigrant women, Canadian born women

Services: Orientation programs for West Indian, Spanish, Italian and multi-ethnic groups, childcare provided * **Making Changes** - job search skills course, childcare provided * information and referral for assaulted immigrant women * community education courses - health related topics, parenting * **no fees**

RIVERDALE IMMIGRANT WOMENS CENTRE **465-9099**
1470 Gerrard St E, Toronto M4L 2A3

Hours: Mon, Tu, Fri 10-5; Wed, Thu 10-9

After Hours: Answering machine for caller to leave message * calls returned next working day

Area Served: Coxwell Ave-Don River; Lake Ontario-City Limits

Languages: Chinese (Cantonese, Mandarin), East Indian (Gujarati, Hindi, Punjabi, Tamil, Urdu), English

Services: Counselling including battered women, labour, employment * help in filling out forms * interpreting and translating * informal English conversation classes to assist immigrant women in their job search * referrals * escort * support groups for East Indian and Sri Lankan women

ADDITIONAL SERVICES FOR IMMIGRANT WOMEN

COSTI IIAS IMMIGRANT SERVICES **789-7925**
76 Orfus Rd, Toronto M6A 1L9

Hours: Mon-Fri 8:30-4:30

Languages: Chinese, English, Hindi, Italian, Polish, Portuguese, Spanish

Family Counselling Centre 652-1033
Stella Maris Catholic School, 31 Ascot Ave, Toronto M6E 1E6

Hours: Mon-Fri 8:30-4:30

Languages: Italian

Services: Individual and family counselling * counselling for domestic violence * **fees on a sliding scale** * legal aid under the Ontario Legal Aid Plan

North York Centre 630-7840
33 Lamberton Blvd, 2nd Fl, North York M3J 1G6

Hours: Mon-Thu 8:30-9:30 pm; Fri 8:30-4:30

Services: Support groups for Italian, Spanish, East Indian women

Wallace Emerson Centre 534-8437
1260 Dufferin St, Toronto M6H 4C3

Hours: Mon-Fri 8:30-4:30

Services: Information and referral, general counselling

IMMIGRANT WOMENS CENTRE INC **924-7161, 964-3426**
348 College St, Toronto M5T 1S4

Hours: Mon-Fri 10-5 * Tu evening clinic 5-7:30 pm

Languages: Chinese, English, Italian, Lao, Portuguese, Spanish, Vietnamese

Services: Information, counselling and referral about family planning * **free** clinic, no OHIP needed, staffed by a woman doctor, nurse and counsellors, appointment necessary

ST BONIFACES MULTICULTURAL CENTRE **261-7251**
21 Markanna Dr, Scarborough M1M 2H9

Hours: Mon-Fri 9-5

After Hours: Answering machine * calls returned next working day

Area Served: Primarily Scarborough

Languages: English, French, German, Italian, Portuguese, Spanish

Services: Settlement and adaptation services * information and referral, individual and group counselling

WOMEN WORKING WITH IMMIGRANT WOMEN **531-2059**
730 Bathurst St, Toronto M5S 2R4

Hours: Mon-Fri 9-5

After Hours: Answering machine for caller to leave message

Languages: English

Services: Information and referral * umbrella organization for 25 groups * concerned with problems of immigrant women - health, labour, education

WORKING WOMEN COMMUNITY CENTRE SERVING IMMIGRANT WOMEN **532-2824**
1072A Bloor St W, Toronto M6H 1M6

Hours: Mon, Tu, Thu 10-6; Wed 10-1; Fri 10-4; Sat by appointment

After Hours: Answering machine for caller to leave message * calls returned next working day

Languages: English, Portuguese, Spanish

Client Group: Portuguese and Spanish speaking immigrant women

Services: Information and referral, supportive counselling, vocational counselling, advocacy * resource library on immigrant women * bilingual English as a Second Language classes, **free** childcare * citizenship preparation classes, **free** childcare * support group for elderly Spanish speaking immigrant women

ADVOCACY AND EDUCATION

COMMUNITY LEGAL EDUCATION ONTARIO **530-1800**
62 Noble St, Toronto M6K 2C9

Hours: Mon-Fri 9-5

Area Served: Ontario

Languages: English, French

Client Group: Women, men, children

Services: Survival law for women * training programs

EDUCATION WIFE ASSAULT **968-3422**
Trinity St Pauls United Church
427 Bloor St W, Toronto M5S 1X7

Hours: Mon-Fri 9:30-4:30

Services: Public education in areas of domestic assault * organize workshops and seminars * speakers available for interested groups * develop and distribute educational material on wife assault * pamphlets available in Chinese, English, French, Greek, Italian, Portuguese, Punjabi, Vietnamese

FAMILY VIOLENCE PREVENTION PROGRAM **965-4332**
MINISTRY OF COMMUNITY AND SOCIAL SERVICES ONTARIO
Hepburn Block, 80 Grosvenor St, 3rd Fl, Toronto M7A 1E9

Hours: Mon-Fri 9-5

Language: English, French

Client Group: Women, men, children

Services: Public and professional education about wife assault * funding of training and educational programs * consultation with variety of groups involved in family violence * sponsor pertinent research * compile **Compendium of Services for Battered Women in Ontario** * free publications

METROPOLITAN TORONTO COMMITTEE AGAINST WIFE ASSAULT
Mail: YWCA of Metropolitan Toronto
80 Woodlawn Ave E, Toronto M4T 1C1
Contact, Anne Wood

Hours: Leave messages for Anne Wood at the YWCA, 961-8100

Services: Consists of 22 members representing a number of sectors which deal with wife assault * goals are to improve the response of existing systems to victims of wife assault and to decrease the incidence of wife assault in Metro Toronto * meets on a regular monthly basis * subcommittees monitor initiatives and funding in the area of wife assault and plan problem solving sessions on specific topics

NATIONAL ACTION COMMITTEE ON THE STATUS OF WOMEN **922-3246**
40 St Clair Ave E, Ste 306, Toronto M4T 1M9

Hours: Mon-Fri 9-5

Services: Advocacy group representing approximately 280 nongovernment organizations

ONTARIO ASSOCIATION OF INTERVAL AND TRANSITION HOUSES **929-9628**
Mail: 29 Dalton Rd, Toronto M5R 2Y8

Hours: Mon-Fri 9:30-4:30

Services: Represents more than 46 transition and interval houses across Ontario * primarily concerned with the funding of hostels and involved with active lobbying * information and referral * no direct service

ONTARIO COMMITTEE ON THE STATUS OF WOMEN
Box 188, Postal Station Q, Toronto M4T 2M1

Services: Voluntary organization of women working for changes to benefit the status of women * specific emphasis on issues of provincial jurisdiction * newsletter * public education

ONTARIO WOMENS DIRECTORATE **965-8260**
FAMILY VIOLENCE INITIATIVES
Mowat Block, 900 Bay St, 4th Fl, Toronto M7A 1C2

Hours: Mon-Fri 9-5

Languages: English * publications in English, French and some other languages

Services: Public education * research and information on womens issues in Ontario including assaulted women * sponsors pertinent research * funds pilot projects * coordination of family violence initiatives within the provincial government, * speakers on request, community liaison, free publications * resource centre, 965-1537

YOUNG WOMENS CHRISTIAN ASSOCIATION OF METROPOLITAN TORONTO **961-8100**
SOCIAL ACTION COMMITTEE
80 Woodlawn Ave E, Toronto M4T 1C1

Hours: Telephone messages taken Mon-Fri 9-5

Services: Voluntary committee of women working for changes to benefit the status of women * specific emphasis on issues of violence against women, women and employment, reproductive rights, pension and tax reform, women and the charter of rights * newletter **ACCESS** * public education

SOURCES OF INFORMATION

The first group of organizations in this section is Community Information Centres which are able to provide comprehensive information on a broad range of services for the general public. In addition, they also provide an opportunity for a woman to discuss her situation with an information counsellor prior to determining what action to take. All services are **free** and **confidential.** The **HELPLINE** and the shelters for assaulted women specialize in information and referral for assaulted women. Shelters for assaulted women can be found in the section on EMERGENCY SHELTER.

Organizations which provide information on the issue of assaulted women can be found in the section on ADVOCACY AND EDUCATION.

Metropolitan Toronto

HELPLINE: INFORMATION FOR VICTIMS OF VIOLENCE 863-0511
Community Information Centre of Metropolitan Toronto
34 King St E, 3rd Fl, Toronto M5C 1E5

Hours: Mon-Fri 9-5

After Hours: After 5 pm and weekends 863-0505

Client Group: Victims of child abuse * assaulted women * abused elderly * professionals * concerned parties

Services: Specialized telephone line for victims of violence * information and referral to available community programs including emergency services, housing, health, legal counselling and financial assistance * **confidential** * **no charge**

City of Toronto

BLOOR INFORMATION AND LEGAL SERVICES 531-4613
835 Bloor St W, Toronto M6G 1M1

NEIGHBOURHOOD INFORMATION POST 924-2543
265 Gerrard St E, Toronto M5A 2G3

PARKDALE COMMUNITY INFORMATION CENTRE TORONTO INC 532-7939
Parkdale Public Library, 1303 Queen St W, Toronto M6K 1L6

East York

NEIGHBOURHOOD INFORMATION CENTRE 698-1626
91 Barrington Ave, Toronto M4C 2Y9

Etobicoke

ETOBICOKE YMCA ASCC COMMUNITY INFORMATION CENTRE Ext 18/19, 252-6471
185 Fifth St, Toronto M8V 2Z5 255-5322

REXDALE COMMUNITY INFORMATION AND LEGAL SERVICES 741-1553
Shoppers World Albion, 1530 Albion Rd, Rexdale M9V 1B4

North York

COMMUNITY INFORMATION FAIRVIEW 493-0752
Fairview Mall, Box 2273, 1800 Sheppard Ave E, Willowdale M2J 4G6

INFORMATION DOWNSVIEW 633-1067/1070
Jane Finch Mall (Kiosk)
Mail: Jane Junior High School, 4505 Jane St, Downsview M3N 2K7

LINK COMMUNITY INFORMATION AND REFERRAL SERVICE 223-9727
North York Central Library, 5126 Yonge St, Willowdale M2N 5N9 **TTY** 226-3737

Scarborough

INFORMATION AGINCOURT 494-6912
St Pauls L'Amoreaux Centre, 3333 Finch Ave E, Ste 100, Scarborough M1W 2R9

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